

Horizon Health WorkLife Services

Horizon Health's WorkLife Services are the best in the industry, staffed by experienced, caring counselors who skillfully listen to every individual need and provide appropriate, timely, real solutions. "WorkLife" benefits extend beyond locating child care, and the outstanding credentials and professional experience of our counselors allows them to assist in any dependent care situation, no matter how unusual.

THE PROCESS

The Intake Phase

When a client calls Horizon Health's WorkLife Service Center, he is connected directly to a counselor. The counselor introduces herself by first name, and begins by gathering facts including: the client's name, home address, phone number, email, company or organization, when and where he would like to be called back by Horizon (to insure his privacy and comfort), if there is a voicemail and if it can be used for a discreet message if necessary, and other basics. This identification data is entered onto the first screen of the intake.

Sometimes the counselor senses that a client is too distressed at the start of the intake call to begin immediately with fact gathering. In such cases, she will take time to put the client more at ease, sympathize, and point out that this call to Horizon will bring solutions that much closer.

After having gathered basic facts, the counselor asks the client to describe his concern or care need. While the client "tells his story," the counselor listens attentively and actively. She enters all relevant data onto the appropriate WorkLife intake screens for Child or Elder/Adult Care.

The counselor encourages the client to do most of the talking during the intake. However, there is also

give-and-take as she asks him to clarify certain points, describe what solutions may have been tried so far, what financial restrictions or parameters exist, and similar questions relevant to the need. When appropriate, the counselor will educate the client about subjects like HIPAA

laws, different types of child care, prevailing costs of various services, and other family care topics.

The counselor is, in fact, providing an "intake-assessment-consultation". A child care intake is usually straightforward; the assessment-consultation aspect proceeds as the counselor evaluates any special needs of the family and informs the client about the types of resources that are available (for example, a summer camp for children with special needs).

Elder/Adult care cases can be more complex. The situations are often more emotional and may require the triage of many resources that family member are not familiar with. The counselor assesses the family's needs and defines the types of resources that may help.



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During the consultation phase in an elder/adult care case, the counselor may discuss general, non-clinical tips on caregiving issues such as: how to get elders to accept help, how to improve communications with elders and other family members, and how to negotiate the healthcare system. The counselor can offer to send duplicates of provider profiles and articles to other concerned relatives, or even facilitate a family conference call focusing on the care needs.

The counselor's consultation services cover work-life issues: when family dynamics or behavioral problems are presented, the counselor follows Horizon's concurrent needs assessment protocols and refer the caller to the appropriate resource within his benefits program for assistance (for example, to the Employee Assistance Plan for mental health services).

At the close of the intake, the counselor briefly "recaps" the facts, needs, and other specifics of the case so the client has an opportunity to make clarifications or changes. The average intake lasts about 15 minutes.

The counselor tells the client that she will contact him within 24-48 hours with referrals (unless this is an emergency, in which case a response is assured as soon as possible or within 6 hours). The counselor encourages the client to call back at any time if he wants to ask or add anything. At the close of the intake, the counselor thanks the client for calling Horizon's WorkLife Services Center, and reassures him that she will get to work right away to locate referrals that best match his needs.

In summary, the goals of the intake are to: reduce the caller's stress and establish rapport with the counselor; to assess, identify and clarify care issues; and to provide consultation on non-clinical work-life and caregiving

issues. At the end of the intake, the counselor begins the search for services and resources customized to the client's needs.

The Research and Solution Phase

With the care needs established, the counselor begins the search for effective solutions using Horizon's proprietary database. All providers in the database must be licensed, regulated, certified, or otherwise accredited. The counselor calls every potential provider, and identifies herself as a counselor with the WorkLife resource and referral service. The counselor asks about the specifics of the provider's services, costs, availability of service when the client needs it, and any other questions tailored to the individual needs of the client. The client's name is never given.

When a provider's qualifications meet the client's needs, the counselor completes a detailed profile of essential provider characteristics. Each profile follows the same format (provider's name, address, fees, services, etc.) so that when the client receives several profiles, he will find it easy to compare and contrast them.

The counselor researches and calls providers until she feels she has found the best 3-5 matches for the client's needs. In order to find four potentially suitable providers, a counselor often has to make 50 or more phone calls.

Over recent years, Horizon has also included information on national organizations that can be found on the internet, when they pertain directly to a client's needs and concerns.



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The Call-Back Phase

When the counselor has gathered 3-5 referrals, she contacts the client by phone at work or home (whichever he gave as his preferred contact during the intake). If unable to reach the client after a few tries, the counselor may leave a discreet voicemail if, during the intake, the client approved voicemail use. In the unlikely case that phone contact cannot be made, the counselor will send out a referral packet described below, along with a letter explaining the unsuccessful attempts to reach the client by phone.

In most cases, the counselor does reach the client by phone. She describes the solutions she has found and offers to read, fax, or email the provider profiles to the client. In addition, she mails a full referral packet which includes the profiles, several relevant educational articles, and the appropriate guidebook (Child Care, In-Home Care, Elder/Adult Care, Adoption).

The Follow-Up Phase

Every client receives a follow-up call two weeks after the referral packet has been mailed. This call is designed to insure that all information has been received, understood, and to find out if a decision about care has been made.

Sometimes at follow-up, it is discovered that the client's needs or wishes have changed. The counselor then offers to do another search, based on the client's new preferences. Or, if the client has contacted the providers Horizon referred initially, but has not found one that is satisfactory, the counselor will offer to search for additional providers. The counselor will offer to do more searches until every reasonable attempt has been made to find an acceptable provider.

During the follow-up, if the case is completed to the client's satisfaction, the counselor relates that a survey

will now be sent out so the client has a chance to give feedback on our counselors and service, and to give input to help make the service more helpful.

SITUATIONS WHERE WORKLIFE CAN HELP

These are just a few sample situations where Horizon Health's WorkLife Service Center can help:

Elder Care

- Your grandfather shouldn't be driving anymore but he needs to get to the doctor and do his shopping. Is there reliable, affordable transportation for him?
- You were all together for a family party at your parents' home. The house didn't look as well-kept as it should and there was a stack of bills and mail on the kitchen counter. Are there services that can help your parents with this?
- You know your mother needs some care within the home but you're not sure how you would pay for it. Does Medicare or Medicaid cover any of the fee? Are there services available at little or no cost based on income?
- You want to try to do some planning with your parents on different living arrangements before it is a crisis and they are forced to make a quick decision. What are the different arrangements and what do they cost?
- You thought everything was okay with your elderly aunt until you had a call from the emergency room at 2:00 AM. Now what are you supposed to do when you're 1200 miles away?



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Child Care



- You couldn't be more excited – your first child! You want to return to work but need to find child care. What are the options? What does child care cost? How do you determine if the provider is a good match?
- Your child is in elementary school. You are not ready for her to be home alone after school. What programs are available for after-school care? What is the cost? Is transportation from school provided?
- You are considering adoption. How do you find an adoption agency? What about adoptive parent support groups?
- You have a child with special needs – learning, physical, emotional or developmental. Are there child care centers or family child caregivers who can provide care? Summer camp? After-school programs?
- You have a good arrangement but worry what you would do if your child is sick and can't go to care or your caregiver can't make it that day. Are there any options for sick child care or back-up care in the area? Do you have to pre-register?

Care for People with Disabilities

- Your 54-year-old sister is now permanently disabled, in a wheelchair and living on her own. Is there affordable housing that is wheelchair-accessible? What about transportation options?
- Your father had to retire early without health insurance and does not yet qualify for Medicare. Are there any options to locate affordable health insurance?
- Your 12-year-old daughter who has cerebral palsy attends the local junior high school. Because you and your husband work, she needs after-school care that is wheelchair accessible with a caregiver who

can help her with toileting and other special needs. Can you find care?

- Your 49-year-old son has been receiving SSD-Permanent Disability benefits for two years. Who can he contact to explore Medi-gap coverage?
- You hope to retire when your husband turns 64. You want to travel and may want to relocate. However, you have been caring for your 48-year-old brother for years since his physical and developmental disabilities have left him unable to care for himself. Are there resources for care for him when you travel? Would these services be covered under Medicare or Medicaid?



GETTING HELP

The professional counselors at Horizon Health can provide information and resources for all of your WorkLife challenges including family care needs, behavioral health problems, legal and financial issues, and overall wellness concerns. Contact us anytime for free, prompt, and confidential assistance. We're always here to help.



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